

Volunteer Guidelines and Agreement

At Habitat for Humanity Wellington Dufferin Guelph, we believe in treating everyone fairly and equally and we expect every volunteer to show the same respect to others - both employees and fellow volunteers. Our goal is to achieve our mission through an environment that supports the diversity of people and their ideas.

We understand and recognize that people work best when they know what is expected and, in turn, expect volunteers to adhere to this agreement in respect of the interests and safety of all employees and volunteers. As a Habitat for Humanity Wellington Dufferin Guelph volunteer, I agree to support and follow the guidelines outlined below as well as the safety, health and environment guidelines:

Mission

Habitat for Humanity builds safe, decent, affordable homes to provide families a hand up to break the cycle of poverty. We do this with the support and assistance of volunteers, donors of goods to our ReStores, individual donors, corporate, orientations and partners, and the community.

Age Requirements

Volunteers must be 14 years of age or older to work in the ReStore, Studio and office and 16 years of age or older to work on a build site. **All volunteers under 18 must have a parent or guardian's signature on their Liability Waiver.**

Personal Data

Your personal data should be updated regularly by contacting the Volunteer Department. This includes, but is not limited to: contact information (mail, address, phone, email), emergency contact information, allergies or medical conditions, etc.

Attendance and Punctuality

Volunteers are essential to Habitat's work; we count on you and miss you when you are not here. Please contact us if you will be absent, arrive late, or need to depart early. Contact the appropriate location:

Guelph ReStore – 519-767-9752 ex. 27, **Orangeville ReStore** – 519-415-4500, **Mount Forest ReStore** – 519-509-4400, **Volunteer Service** 519-767-9752 ext. 38 or 21.

Volunteer Hours

Volunteers must sign in and sign out while volunteering for safety reasons. All properly documented volunteer hours are recorded in our database. Reference letters are provided to those volunteers with advanced notice.

Dress Code

Volunteers reflect our message to the community. Any clothing with offensive or suggestive messages/graphics, or clothing which may be considered provocative in nature, is prohibited. What you need to wear:

ReStore or Studio	Build	Office	Special Events
Clean long pants or knee length shorts secure around the waist for safety reasons	Long pants secured around the waist and no shorts please	Business casual	Direction will be provided depending on the event
Clean t-shirt and/or sweat shirt, but no tank tops please	Other weather wise work wear (i.e. winter coats, gloves, rain coats, etc.)		
CSA approved safety shoes or toe caps, gloves and safety glasses available onsite	CSA approved safety shoes, hard hat, gloves and safety glasses available onsite		
No perfumes or colognes please	No perfumes or colognes please		
Volunteer apron to be returned after each shift			
Hair tied back for safety	Hair tied back for safety		

Food and Drink

Please consume food and drink in the break area.

Phone and Electronic Usage

For your own safety, cell phones and electronic use is limited to your breaks and is not permitted in public areas. If you must take a call, please go to the step away from the work area before answering the call. Phones in the break areas may be used for personal calls with permission from employees.

Smoking

Legislation prohibits smoking in public areas. This includes, but is not limited to, the office, ReStore, entrances and exits, and any covered area. Smoking is permitted outside of these areas and in other designated areas. It is the smoker's responsibility to keep the area clean and dispose of cigarettes in the appropriate container. You must inform a employees member if you are going out for a smoking break.

Volunteer Discount

As a thank you, we provide our volunteers with a 15% discount on their purchases at the ReStore. This discount is provided as long as you have completed more than 20 volunteer hours in the past 12 months. Volunteers who are considered inactive (have not volunteered for at least 4 hours in the past 6 months) will no longer receive their discount.

Drug and Alcohol Use

All volunteers are required to be medically (physically, emotionally and mentally) capable of performing the required work, free from the presence of illegal drugs, alcohol or substances that diminish or impair their ability to perform the job. Any volunteer found under the influence of an illegal drug or abuse of prescription drugs, in possession of, using, selling, trading or offering for sale illegal or prescription drugs or alcohol during business hours or on affiliate property or in an affiliate vehicle will be subject to termination of their role.

A Positive Work Environment

We respect the diversity in generations, genders, ethnicities, races, languages, abilities skills that our employees and volunteers reflect. We embrace a culture of inclusion, partnership, and engagement establishing meaningful connections with employees and the volunteers we rely on in a way that adds value to their lives.

Habitat for Humanity Wellington Dufferin Guelph is committed to providing a positive work environment that encourages others to learn, grow and achieve and is positive, respectful, free of discrimination and bias. Volunteers and employees are personally responsible for maintaining this type of atmosphere. We prohibit harassment, words, jokes, actions or comments based on an individual's sex, sexual preference, race, ethnic background, age, religion, physical condition, or other legally prohibited characteristic. Any conduct or action which creates an offensive or hostile work environment is prohibited and will be grounds for immediate disciplinary action. No volunteer should be subjected to unsolicited or unwelcome sexual overtones or conduct, either verbal or physical.

Volunteers who feel they have been the victim of harassment should notify the Associate Director of Volunteer Services, or another employee immediately. If they feel safe, the volunteer should also let the harasser know their behavior is unwelcome.

Theft of any nature or scale, whether of Habitat for Humanity Wellington Dufferin Guelph property including items sold in the ReStore, recycling/salvage and waste bins, materials, supplies or tools on a build site, or the personal property of coworkers, volunteers, etc., will result in immediate dismissal with cause. Habitat for Humanity Wellington Dufferin Guelph reserves the right to lay criminal charges.

Privacy Policy Statement

Habitat for Humanity Wellington Dufferin Guelph is committed to protecting the privacy of the personal information of its donors, customers, employees, volunteers, partner families, and other stakeholders. We value the trust of those we deal with, and recognize that maintaining this trust requires that we be transparent and accountable in how we treat the information they choose to share with us.

During the course of our various projects and activities, volunteers and employees may gather and use personal information. Personal information is any information that can be used to distinguish, identify or contact a specific individual, and can include an individual's opinions or beliefs, as well as facts about, or related to, the individual. In general, information can be used to

communicate regularly with our members unless that person makes an explicit request to not be contacted. Members can always opt out of communication by contacting the office and we will respect such requests.

Personal information gathered must be kept in confidence. Only authorized individuals are permitted to access personal information based only on their need to deal with the information for the reason(s) for which it was obtained. Safeguards are in place to ensure that the information is not disclosed or shared more widely than is necessary to achieve the purpose for which it was gathered. We also take measures to ensure the integrity of this information is maintained and to prevent its being lost or destroyed. It is understood that the removal of confidential information without permission is considered theft.

Safety, Health and Environment (SHE)

The safety and health of all employees, volunteers and sub-contractors involved with Habitat for Humanity Wellington Dufferin Guelph is a critical priority for the Management and Board of Directors. The ability to continue with our work and build affordable housing at the highest levels of quality means ensuring that the safety and health of our workforce is maintained at all times.

Habitat for Humanity Wellington Dufferin Guelph will ensure the safest possible work environment by requiring that all workplace SHE hazards are identified and controlled; that employees and volunteers receive ongoing training in safety and health, follow safety guidelines and wear appropriate personal protective equipment; by maintaining communications between management and the workforce; and by leading by example through action. Having a safe and healthy work environment is everyone's responsibility.

Volunteer Discipline

While we endeavour to make volunteering with our organization a positive experience, it is our policy that any conduct that, in our view, interferes with or adversely affects work is sufficient grounds for disciplinary action up to and including possible termination. Depending on the conduct, disciplinary steps may be taken as follows:

- First Warning – Verbal Warning
- Second Warning – Written Warning
- Third Warning – Suspension or Termination

Factors that will be considered in determining the appropriate action include: the seriousness of conduct, the volunteer's record, the volunteer's ability to correct his/her conduct, action taken with respect to similar conduct by other volunteers, and any other surrounding circumstances.

Left blank intentionally

**Habitat for Humanity Wellington Dufferin Guelph
Volunteer Agreement and Guideline Pledge**

I _____ have read the above, Habitat for Humanity Wellington
(Volunteer's Name - Please Print)

Dufferin Guelph's Volunteer Guidelines and Agreement. I agree to abide by all listed guidelines and forms of conduct. I also pledge to use good judgment on a day to day basis while volunteering my time to the affiliate. I also acknowledge that I have been provided with an orientation, including a safety briefing outlining the hazards associated with volunteering. I agree to wear the required personal protective equipment, follow the appropriate safety, health and environment procedures, and attend necessary training to control these hazards so as to prevent injury to myself, others and the environment while volunteering.

Release of Liability, Waiver of Claims, Assumption of Risk and Indemnity

As a Volunteer, wishing to participate in Habitat for Humanity Wellington Dufferin Guelph's (HFHWDG) volunteer program, I hereby agree to the following:

TO WAIVE ANY AND ALL CLAIMS that I have or may in the future have against HFHWDG and its directors, officers, employees and representatives (all of whom are hereinafter collectively referred to as "The Releasees");

TO RELEASE THE RELEASEES from any and all liability for any loss, damage, injury or expense that I may suffer, or that my next of kin may suffer, as a result of my participation in the volunteer program due to any cause whatsoever, including negligence, breach of contract or breach of any statutory or other duty of care;

IT IS MY RESPONSIBILITY to ensure that I have adequate medical, personal health, dental and accident insurance coverage, as well as protection of my personal possessions;

I HEREBY RELEASE and forever discharge HFHWDG from any claim whatsoever which arises or may hereafter arise on account of any first aid, treatment or services rendered in connection with my participation in the HFHWDG volunteer program;

TO HOLD HARMLESS AND INDEMNIFY THE RELEASEES from any and all liability for any damage to property, or personal injury, to any third party, resulting from my participation in the HFHWDG volunteer program, if such liability is the result of my acting outside the scope of my duties and responsibilities;

THIS AGREEMENT SHALL be effective and binding upon my heirs, next of kin, executors, administrators, assigns and representatives in the event of my death or incapacity;

IN ENTERING INTO THIS AGREEMENT, I am not relying on any oral or written representations or statements made by the Releasees other than what is set forth in this Agreement.

I FREELY ACCEPT AND FULLY ASSUME all risks, dangers, hazards and the possibility of personal injury, death, property damage or loss, resulting from my participation in the HFHWDG volunteer program.

I HEREBY GRANT AND CONVEY to HFHWDG all right, title and interest in any and all photographic images and video or audio recordings made by HFHWDG during the HFHWDG volunteer program, including but not limited to any royalties, proceeds or other benefits derived from such photographs or recordings.

Volunteer's Signature: _____

Date: _____

Parent/Legal Guardian's Signature: _____

Date: _____

Relationship to Minor: _____

Witness Signature: _____

Date: _____